

SWITCHBOARD OPERATOR

DISTINGUISHING FEATURES

The fundamental reason the Switchboard Operator exists is to answer a multi-line switchboard responding to questions over the phone. Greets customers and answers questions or directs them to appropriate staff in the Customer Service Department and the Police Department. This classification is not supervisory. Work is performed under direct supervision by either the Remittance Processing Records Manager or the Police Records Manager.

ESSENTIAL FUNCTIONS

Answers a high volume of calls and responds to customer inquiries over the phone and in person, screen and direct calls appropriate staff.

Logs information on calls received and maintains detailed and accurate records.

Maintains and updates the on-line City directory on new and existing employees.

Files data and performs other routine clerical tasks as assigned and for other departments as needed.

Enters Police Property invoices into database and makes modifications to existing invoices; enter information from In-Out property invoices.

Orders and maintains office supplies.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Microsoft Windows, Word and Excel.

Business English, grammar, spelling, and arithmetic.

Ability to:

Operate a variety of standard office machines, including a personal computer and a variety of computer software, phone, fax, calculator, shredding machine, and photocopy machine requiring continuous and repetitive arm, hand and eye movement.

Carry and lift various office supplies weighing up to 50 pounds.

Type 50 wpm and type/input on a computer on a daily routine basis.

Sit for extended periods of time.

Communicate verbally and in writing.

Verbally respond to spoken requests over the phone or in person.

Comprehend and make inferences from written material and/or verbal or written instructions.

Bend and stoop occasionally to maintain files and filing systems.

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of training, education, and experience equivalent to a minimum of six months recent direct customer service experience.

FLSA Status: Non-exempt

HR Ordinance Status: Classified